

## **Module Six: Demonstration Clinic**

### **Total time for this module: 4 hours, 30 minutes**

The final morning of the training is a group exercise. The objective of the exercise is to review all parts of the procedure for testing patients for HIV from the moment the patient comes to the clinic through the testing and the delivery of the results. We will do this by having a demonstration clinic with staff, patients, and areas where the patient will visit. A demonstration clinic means that we will set-up a pretend clinic and training participants will play the roles of the staff and patients.

**Training note:** *This role play assumes that the sample is taken by the provider and then sent to the laboratory for testing. If your policy is for the provider to test the sample, then eliminate the laboratory step, and have the provider proceed to test the sample while the other provider role-plays with the next patient.*

### **Preparation**

**Room:** At the appropriate time, the room should be set up to simulate a clinic, including:

- A reception area with a place for a receptionist and at least 4 chairs
- 2 spaces designated as clinic rooms where patients are treated
- A laboratory area
- A common area where the log book is available to the providers
- An area where the observers sit

**Roles:** Either select participants whom you believe would perform these roles well, or allow the participants to volunteer to perform these roles:

- 2 Providers (1 male and 1 female)
- 3 Patients (housewife/mother, miner, single woman who is a secretary)
- Receptionist
- Health educator
- Laboratory technician

### **Materials:**

- Protocol diagram
- Descriptions of the individuals in the role play
- Patient education material: The brochures can be blank pieces of paper for this exercise if you do not have a brochure. Use the sample outline for group education in Module Four for the group education session.
- Log book
- Referral to the HIV clinic
- Training certificates – filled in with participants' names and signed by the trainers or other officials

### **Instructions**

#### **1. Roles (8:30 – 9:40 AM)**

*Tell participants that you need people to role-play 2 providers (one male and one female), 3 patients (1 man and 2 women), 1 laboratory technician, 1 receptionist, and 1 health educator.*

*Either assign people to these roles or ask people to volunteer.*

*Explain that the descriptions of the characters are very brief. The person who plays the role will have to decide how the person would act in this situation, and what the person will say.*

*Distribute the pages with brief descriptions to the appropriate people. (Pages to be handed out are at the end.)*

The patients are—

**Miner:**

(Choose a name) is a 40-year-old miner who must spend long periods of time away from his home and family to work. He has a few questions about how the HIV test is done, but seems agreeable to taking the test.

**Female Secretary:**

(Choose a name) is a 19-year-old secretary and is single. She has a steady boyfriend and hopes to become engaged. She had several boyfriends before she met her current boyfriend. She works for an export company that employs a number of local people. She believes she is too young to have HIV and tells the provider this. However, she does not refuse.

**Housewife/Mother:**

(Choose a name) is a 28-year-old wife and mother of a son (4 years old) and daughter (2 years old). She has been married to her husband for 6 years. She stays at home taking care of the family and does not work outside the home. She is anxious and seems afraid, both about having TB and from the thought that she might have HIV. She fears the testing for HIV.

Initial encounter: The patient is anxious. She asks questions about the test, and at first seems reluctant. She is concerned that her husband might abandon her if she has HIV. She refuses the test.

2. *Give the people who will be role-playing a little time to think about their roles and how this will play out.*
  - *Each patient role-player will follow the instructions provided on their own descriptions. As the trainer, you should carefully read these descriptions in advance so that you know when certain people are supposed to do things.*
  - *Give the receptionist and the health educator the health education materials that were prepared by the participants earlier. The receptionist should hand out the brochure and the health educator should do education on these materials.*
  - *The receptionist will need to prepare 3 one-page brochures (which can be blank or you can use materials for patients developed earlier).*
  - *As a team the role-players in the clinic (excluding the patients) should decide on the patient flow, including how the patient will be taken to the lab for testing, where the patient stays while the sample is being tested, how the results get to the provider.*

- *Providers have the brief descriptions of the patients, but not who will refuse or accept testing. Provider 1 has 2 patients and Provider 2 has one. They may use their script flipcharts during this role-play.*
- *Make sure the protocol diagram from Module 2 is on the wall.*

*Tell the rest of the group (those who do not have a role to play) that they will be the observers and take notes on the performance to discuss later.*

*If the room has not already been rearranged, ask the observers to rearrange the room (see above) while the role-players think about their roles.*

*While the room is being rearranged, work with the clinic team to make sure they decide on their patient flow process. Ask each role-player if he or she has questions about their role.*

*Once the room is rearranged by the observers, they should take their seats and prepare to take notes on the role play. They can prepare by reviewing the course materials including the scripts to make sure they remember the important points in each part of the protocol.*

**Break** (9:40 – 10:00 AM)

### **3. Role Play**

#### **Part 1: Health education** (10:00 – 10:20 AM)

*Ask the role-players to take their positions in the part of the clinic where they will “work.” The patients should be at the side of the room, or just outside the room where they can make an entrance.*

*Give general instructions to the role-players: They will follow the procedures they agreed upon.*

*Each patient should enter the clinic, one-by-one, and check in with the receptionist.*

*Once all patients have entered, the health educator will conduct his/her group session.*

*After the health educator finishes the group session, **stop the role play.***

*Ask the observers:*

- **Did the receptionist give everyone some educational material when they came in?**
- **Do you think the health educator covered the important points?**
- **Were the patients’ questions answered well?**
- **Would you add anything to what the health educator did?**

## **Part 2: Provider's Initial Patient Encounter (10:20 - 11:00 AM)**

*Ask the role-players to continue with Provider #1 getting the first patient and going through the initial patient encounter, including taking or sending the patient to the laboratory if the patient does not refuse.*

*After Provider #1 finishes with the first patient, Provider #2 should go to the reception area to get the second patient.*

*After Provider #2 finishes with the second patient, Provider #1 will get the third patient from the reception area.*

*The providers and the laboratory technician should follow the procedure that the clinic staff decided on. Note that the laboratory technician does not have a speaking role. He/she is only responsible for accepting the samples and giving the provider a form with the results.*

### **When all patients have had the initial encounter and have been tested by the lab:**

*Stop the role-play to discuss what happened. Go through the initial encounter with each patient by first asking for the observer's comments. If they do not cover the following issues, ask these questions:*

- 1. Did the provider correctly explain the importance of the test and that it would be conducted unless the patient refused?**
- 2. (For the patient who refused the test) Do you think the provider did a good job of explaining the importance of the test to this patient (the patient who refused)?**
- 3. Did the provider handle this patient well? Do you think any of the provider's underlying attitudes were apparent in the way he/she handled the patient?**

## **Part 3: Providing the Patient's Test Results (11:00 AM – 12:00 PM)**

*Ask the laboratory technician to give the providers the test results for the patients. Up to this time only the laboratory technician will have the results for each patient.*

*Ask the providers to see the patients in the order that they saw them for the initial encounter. The providers should follow the scripts provided. They may use their flipcharts as they role-play.*

*When each patient has received his or her results and left the clinic, ask the observers for their comments. If the following issues are not raised, ask these questions for each patient:*

- 1. Did the provider include all the information in the script?**
- 2. Did the provider answer the patient's questions well? Do you think he/she might have added something? Or that he/she should not have said something?**
- 3. Did the provider handle any emotional issues well?**

4. Did the provider remember to give the patients who were HIV-positive the referral letter?
5. Were the results entered into the logbook?

*Follow this discussion with questions for the people in the role-play:*

*For the providers:*

1. Were you happy about your performance?
2. Would you do something differently the second time?
3. Was any part of the role-play particularly difficult for you?
4. What parts were easy?

*For the patients:*

1. Do you think the provider handled your encounter well?
2. Was the information you received from the health educator helpful?
3. Do you have suggestions about what would make the provider's discussion with you better?
4. How did you feel when you got your results?
5. Did you refrain from asking questions that you think patients should ask? If you did refrain, what made you stop?

*For the health educator:*

1. Do you think you covered everything that was important for the patients to hear?
2. Do you wish you had added anything?

### **Conclusion (12:00 – 1:00 PM)**

*Conclude the demonstration clinic exercise by asking for any questions.*

### **Closing Circle**

*Bring all participants back together into a Closing Circle and ask each participant for one statement about how they feel now that the training is over. Suggest that participants can start this sentence by saying "I feel..." or "I am...". Acknowledge each participant's contribution.*

**Presentation of Certificates**

*Thank the participants for their attentiveness throughout the course. Hand each participant a personalized certificate of attendance at the training, and wish the group well when incorporating HIV testing in their own clinics.*

## **Role-Play Descriptions**

**Patient description:****Housewife and Mother**

Choose a name for your character. Tell Provider #1 what your name is.

(Name) is a 28-year-old wife and mother of a son who is 5 years old and a daughter who is 2 years old. She has been married to her husband for 7 years. She stays at home taking care of the family and does not work outside the home.

She is anxious and seems afraid, both about having TB and the thought that she might have HIV. She fears the HIV test. She refuses the test, but will discuss it with her husband after clinic.

***How to prepare:***

As you prepare, think through how this patient will respond to the news that she is to be tested and what questions she will have.



**Patient description:****Miner**

Choose a name for your character. Tell Provider #1 what your name is.

(Name) is a 40-year-old miner who must spend long periods of time away from his home and family to work. He has a few questions about how the HIV test is done, but seems agreeable to taking the test.

***How to prepare:***

As you prepare, think through how this patient will respond to the news that he is to be tested and what questions he will have.

Also think through what he will say when he gets his results. Prepare for both positive and negative results. You will not know ahead of time what your results are.

**Patient description:****Female Secretary**

Choose a name for your character. Tell Provider #2 what your name is.

(Name) is a 19-year-old secretary and is single. She has a steady boyfriend and hopes to become engaged to marry. She had several boyfriends before she met her current boyfriend. She works for an export company that employs a number of local people.

She believes she is too young to have HIV and tells the provider this. However, she still is willing to take the test.

***How to prepare:***

As you prepare, think through how this patient will respond to the news that she is to be tested and what questions she will have.

Also think through what she will say when she gets her results. Prepare for both positive and negative results. You will not know ahead of time what your results are.

## **Provider #1**

Patient description:

### **Housewife and Mother**

The person who is role-playing this character should give you the name she chose before the role-play begins.

***Before you go to get the patient, read the description to the audience so they know something about her.***

(Name) is a 28-year-old wife and mother of a son who is 5 years old and a daughter who is 2 years old. She has been married to her husband for 7 years. She stays at home taking care of the family and does not work outside the home.

## **Provider #2**

Patient description:

### **Miner**

The person who is role-playing this character should give you the name he chose before the role-play begins.

***Before you go to get the patient, read the description to the audience so they know something about him.***

(Name) is a 40-year-old miner who must spend long periods of time away from his home and family to work.

## **Provider #1**

Patient description:

### **Female Secretary**

The person who is role-playing this character should give you the name she chose before the role-play begins.

***Before you go to get the patient, read the description to the audience so they know something about her.***

(Name) is a 19-year-old secretary and is single. She has a steady boyfriend and hopes to become engaged to marry. She had several boyfriends before she met her current boyfriend. She works for an export company that employs a number of local people.

## **Laboratory Technician**

The laboratory technician is only responsible for accepting the blood specimens from the provider and writing the results of the lab testing on the form. The lab technician does not have to explain the test to the class. The patient results are:

Miner: HIV-negative

Secretary: HIV-positive

**Receptionist**

The receptionist will welcome the patients to the clinic. She records their name and hands out any patient education materials.

**Health Educator**

The health educator gives the group education. Use the sample outline for group education in Module Four for the group education session.